
GRIEVANCE REDRESSAL & INVESTOR COMPLAINT MECHANISM

Momentum Edge Research

Operated by Rahul Bhagat, SEBI Registered Research Analyst

At Momentum Edge Research, we are committed to providing transparent, efficient, and professional client support services.

Clients may raise queries, seek clarifications, or lodge complaints regarding our research services, communication, operational processes, or any deficiency in service experienced by them.

Deficiency in service may include, but is not limited to:

- ✓ Delay in communication
- ✓ Lack of clarification or explanation
- ✓ Service-related concerns
- ✓ Operational or technical issues
- ✓ Concerns regarding research service delivery standards

We strive to address all client concerns fairly, promptly, and in accordance with applicable regulatory requirements.

1. Modes of Communication for Queries & Complaints

Clients may contact us through any of the following channels:

 **Email Support**

momentumedge1@gmail.com

 **Contact Number**

+91-8252897101

 **Postal Communication**

C/o Jharna Chopdar
New Grant Estate
Lal Pokhra, Dumka
Jharkhand – 814101

Clients may submit complaints, feedback, or queries in writing, telephonically, or through email communication.

2. Complaint Resolution Process

Upon receiving a complaint or query:

- ✓ We shall acknowledge and review the concern appropriately.
- ✓ Clients may expect a response within 10 business days from the date of receipt of the complaint.
- ✓ Every reasonable effort shall be made to resolve concerns in a fair and timely manner.

If the client does not receive a satisfactory response within the prescribed timeline, the matter may be escalated further through the regulatory mechanisms mentioned below.

3. SEBI SCORES Platform

In case a client is not satisfied with our response or resolution process, the client may lodge a complaint through the SEBI SCORES platform.

SCORES Portal

[SEBI SCORES Portal](#)

Clients may also approach any SEBI office for grievance redressal assistance.

SCORES Mobile Application

[Google Play Store – SCORES App](#)

4. Online Dispute Resolution (ODR) Mechanism

If the client remains unsatisfied after exhausting the SCORES mechanism, disputes may also be resolved through the Online Dispute Resolution (ODR) Portal established for the Indian Securities Market.

This mechanism is in accordance with SEBI Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023.

ODR Portal

[SMART ODR Portal](#)

The ODR mechanism facilitates online conciliation and arbitration for disputes arising in the Indian securities market.

5. Important Note

Investment in securities markets is subject to market risks.

Clients are advised to carefully read all related documents, disclosures, and terms before availing research services.

Grant of registration by SEBI and certification from NISM do not guarantee the performance of the intermediary or assure returns to investors.

SEBI Registration No: INH000025948